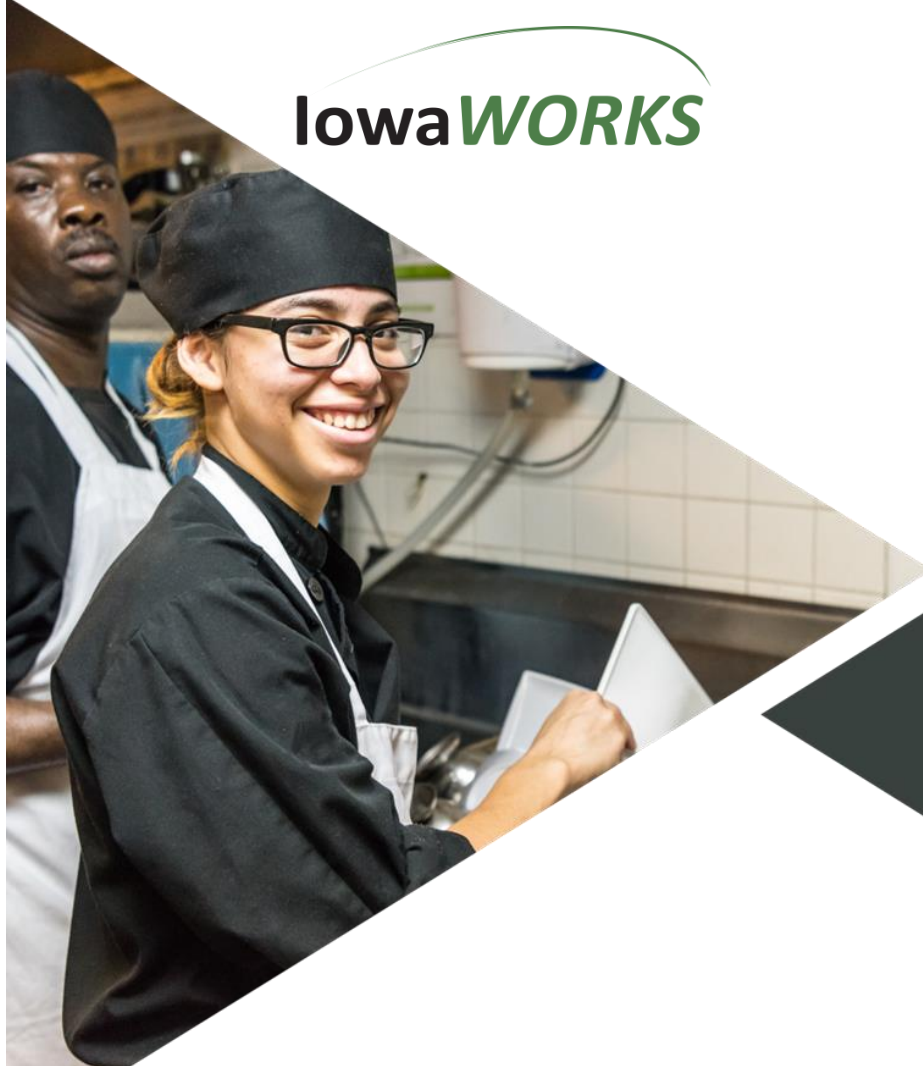


IOWA **WORKS**

IOWA  
**WORKFORCE**  
DEVELOPMENT



# PROMISE JOBS

ORIENTATION



# WELCOME TO PROMISE JOBS

**Before We Start, Please Take Some Time To:**

- ▶ Review & complete your self-assessment  
or
- ▶ Review other important information  
provided to you.....

# THANKS FOR COMING

# PROMISE

---

**PROM**oting **I**ndependence & **S**elf-sufficiency through **E**mployment  
**J**ob **O**pportunities & **B**asic **S**kills

# JOBS

# DEFINITIONS

**TANF**

- **Temporary Assistance for Needy Families**

Federal grant that provides limited cash assistance to eligible, low income families

**DHS**

- **Department of Human Services**

Determines eligibility for food, cash, & medical assistance

**FIP**

- **Family Investment Program**

FIP is Iowa's TANF cash program

**PJ**

- **PROMISE JOBS**

Provides employment, & training services to FIP applicants and recipients

**FIA**

- **Family Investment Agreement**

Contract between PROMISE JOBS & customer outlining requirements



# ROLES

**CUSTOMER**

**EMPLOYEE**

**DHS**

**EMPLOYER**

**PROMISE JOBS**

**SUPERVISOR**

**FIA**

**EMPLOYMENT CONTRACT**



# FAMILY INVESTMENT PROGRAM

## Iowa's Maximum FIP Payment

Family Size	1	2	3	4	5	6
Per Month	\$183	\$361	\$426	\$495	\$548	\$610
Per Year	\$2196	\$4332	\$5112	\$5940	\$6576	\$7320



# FAMILY INVESTMENT PROGRAM

## Advantages of Employment Under FIP

Employment Status	Gross Monthly Pay	FIP Amount	Total Monthly Income
Not Working	0	\$426	\$426
Working 30 hours a week at \$7.25 per hour	\$870	\$133	\$1003

Will I be better off if I work?

## Important Things to Know

---

### Respect

Every individual is to be treated with dignity and respect. Profane language will not be tolerated. If you feel you have been disrespected by a participant or member of staff, speak to your PROMISE JOBS Case Worker or the program supervisor about the situation.

### When You Are Hired

Upon obtaining employment, contact your PROMISE JOBS Case Worker immediately and provide employment verification. By staying in touch with your PROMISE JOBS Case Worker you may find you are eligible for additional work support.

### Employment

Obtaining employment is ideal for many reasons:

- You no longer need full assistance
- You can buy things for your family that you otherwise may not have been able to afford
- You qualify for earned income tax credits
- You will continue to develop your skills and grow professionally
- You can take pride in what you do and may find a new sense of self-worth

You will want to speak with your PROMISE JOBS Case Worker if you encounter a problem with your employment and before making changes to your current employment situation. Your PROMISE JOBS Case Worker can help you review your options and determine how employment changes will affect your situation.

Any of the following changes might affect your Family Investment Program benefits:

- Turning down a job offer that you applied for while conducting job searches for the PROMISE JOBS program
- Quitting your employment
- Reducing your hours at work



While participating in the Family Investment Program I receive \$\_\_\_\_\_ per week and \$\_\_\_\_\_ per month.

If I got a job I could earn \$\_\_\_\_\_ per week and \$\_\_\_\_\_ per month.

Hourly Wage	\$7.25	\$8.00	\$8.50	\$9.00	\$10.00
20 hours per week	\$145.00	\$160.00	\$170.00	\$180.00	\$200.00
30 hours per week	\$217.50	\$240.00	\$255.00	\$270.00	\$300.00
40 hours per week	\$290.00	\$320.00	\$340.00	\$360.00	\$400.00
20 hours per month	\$580.00	\$640.00	\$680.00	\$720.00	\$800.00
30 hours per month	\$870.00	\$960.00	\$1020.00	\$1080.00	\$1200.00
40 hours per month	\$1160.00	\$1280.00	\$1360.00	\$1440.00	\$1600.00

### Losing or Ending Employment

As previously mentioned in this guide, you must notify your PROMISE JOBS Case Worker prior to quitting employment and immediately upon termination.

Your PROMISE JOBS Case Worker will determine the next steps and whether or not your job loss will result in a Limited Benefit Plan and loss of Family Investment Program and PROMISE JOBS benefits.

The following are generally not considered valid reasons to quit a job:

- Illness or pregnancy unless a doctor has advised you in writing to quit and provided a Report on Incapacity
- Feeling like you are not doing a good job
- Having personality conflict
- Deciding you do not like the job duties

It is recommended that you talk to your PROMISE JOBS Case Worker before accepting a new job and quitting your current job. Your new job must be equal to or greater than your current job.

### Rights and Responsibilities

Please be sure to carefully review all forms with information about the PROMISE JOBS program, and reach out to your PROMISE JOBS Case Worker with any questions. Other forms include:

- Family Investment Agreement Rights and Responsibilities - Please sign and date both copies (one copy you will keep for your records and the other copy will need to be returned to your PROMISE JOBS Case Worker)
- Limited Benefit Plan information
- Information on the Family Self-Sufficiency Grant



# FAMILY INVESTMENT PROGRAM

## Advantages of Employment Under FIP

Is there other help I can get while I'm on FIP & working?  
What if I earn too much to get FIP?

► Yes, you may qualify for:

- Child Care Assistance
- Medicaid, including transitional Medicaid for those who lose eligibility due to earnings
- Food Assistance
- Earned Income Tax Credit
- [Family Self-Sufficiency Grant](#)
- Work Opportunity Tax Credit (WOTC)



# Benefits of Cooperation with Child Support Recovery Unit

- ▶ **DHS, Child Support Recovery Unit may be able to assist with**
  - ▶ Finding the absent parent
  - ▶ Legally establishing your child's paternity
  - ▶ Getting child support for you and your children. This may be more than you get in FIP
  - ▶ Getting health insurance and other medical resources for you and your children
  - ▶ Getting the rights to any future social security, veterans, or other benefits for you and your children

**These services may assist with moving your family to self sufficiency.**



# FAMILY INVESTMENT PROGRAM

60 MONTH  
FIP LIMIT

## Program Length

In 1997, the federal government imposed a five year (60 months) lifetime limit on financial public assistance for families with adults. This means after you receive financial assistance for 60 months, whether it is consecutive or not, you are no longer eligible. Each month financial assistance is received through the Family Investment Program, it is counted toward one of the 60 months. Families with adults receiving financial assistance, with either the Family Investment Program in Iowa or the Temporary Assistance for Needy Families in another state, U.S. Territory, or tribe, is counted toward the limit. Families with adults are not able to receive additional financial assistance unless they apply for and are determined eligible for a hardship exemption. Your DHS Income Maintenance Worker will provide you with important information about your Family Investment Program.

## PROMISE JOBS Transportation and Child Care Assistance

PROMISE JOBS provides transportation and child care assistance to participants complying with the program.

The transportation allowance is determined by the state mileage rate or public transit rates.

PROMISE JOBS is able to pay child care for providers who are approved by DHS. PROMISE JOBS funded child care assistance is only to be used when participating in a PROMISE JOBS related activity. If a change in your child care affects your ability to participate in PROMISE JOBS program activities, call your PROMISE JOBS worker before you quit your job, quit school or fail to participate in your agreed upon activities. Together, you and your PROMISE JOBS Case Worker may be able to come up with a solution.

For assistance choosing a child care provider approved by DHS, please contact Child Care Resource and Referral at 855-244-5301 or visit online at [www.iowaccrr.org](http://www.iowaccrr.org).

## Child Care Assistance After Completing the PROMISE JOBS Program

If the Family Investment Program eligibility ends and you are receiving PROMISE JOBS approved child care, PROMISE JOBS will transfer your child care to DHS if you have a continued need for child care. If you do not have a continued need for child care, PROMISE JOBS will cancel your child care.

In the future, if you find you have a need for child care, you can contact DHS to reapply for child care.

**SET GOAL**  
**MAKE A PLAN**  
**GET TO WORK**  
**STICK TO IT**  
**REACH GOAL**





# PROMISE JOBS

## Participant Guide



100%  
Participation is  
Required!!!

IOWA  
**WORKFORCE**  
DEVELOPMENT

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**PROMISE JOBS REQUIREMENT**

**Full Time  
Participation is  
Expected**

**Combination of education, training, & employment**





# Educational Services

<b>English as a Second Language</b>	Expand English speaking, reading, & comprehension
<b>Adult Basic Education</b>	Improve reading, writing, & math
<b>High School Completion</b>	Complete high school
<b>High School Equivalency</b>	Earn high school equivalency diploma
<b>Short-Term Training</b>	Prepare for a specific area of employment
<b>Vocational Training</b>	Earn up to a 2 year college degree
<b>Post-Secondary Education</b>	Earn a 4 year college degree

**See your PROMISE JOBS Worker for details & classroom training checklist**

# Job Readiness Services

## Maximize Your Potential Workshop Series

### Maintain a Positive Attitude

The “secret sauce” of having a successful job search is not only in the steps you take, but also in the attitude and mindset with which you take them. This workshop provides a foundation for your job search: how to stay positive during your search.

### Develop a Career Plan

Building short and long term career plans based on skills and assessments can help you create a career plan designed to succeed. This workshop covers how to find out what is important to you in planning your career and will expose you to the tools necessary to put that plan into action.

### Research Industry Trends

Exploring online resources on employment trends, occupational requirements and opportunities for training and education to enhance skills is a challenge. Knowing where to go to get the most accurate information can mean the difference between hours wasted and time invested. Participate in this workshop to make sure you are spending your research time as wisely as possible in supporting your job search.

# Job Readiness Services

## Maximize Your Potential Workshop Series...continued \*

### Create a Great Resume

One of the key skills to obtaining a job is the ability to craft resumes and cover letters that target employers' needs. In this workshop, learn how to identify those needs and write resumes and cover letters that position your application package to be among those that move to the next phase in the hiring process.

### Conduct a Job Search

Conducting an effective job search isn't just about maintaining a positive attitude, sticking to your career plan, conducting industry research and crafting strong resumes. Learning how to target opportunities and effectively network through this workshop, you can explore and tap into the "hidden job market."

### Interview and Negotiate

In this workshop you will learn and practice effective strategies to promote experience, education and accomplishments and how to answer difficult interview questions.

# Job Readiness Services

## Additional Workshops

<b>Bring Your A Game to Work *</b>	Improve your soft skills for employment
<b>Digital Footprints</b>	Use social media to get a job
<b>Money Management</b>	Prepare a realistic monthly budget & plan to pay down debt
<b>POETS</b>	Providing Opportunities for Ex-Offenders to Succeed
<b>PROMISE JOBS Job Search</b>	Review & understand your job search agreement, requirements & documentation
<b>True Colors</b>	Discover your personality & how the different personality types interact in their professional & personal lives
<b>Workin' It Out *</b>	Learn how to handle conflict in the workplace & how to work effectively with different types of people



# Job Readiness Services

## Additional Opportunities

### National Career Readiness Certificate\*

Get your nationally recognized credential that serves as proof of your workplace skills

### Resume Lab

Perfect your resume in an advanced workshop

### Monthly Career Fair

Attend live hiring events



# Job Search Services

**Job Readiness Workshops**

Prepare for job search

**Job Development**

Meet with an Iowa Workforce Professional to assist with job matching

**Individual Job Search Plan**

Work with your PROMISE JOBS worker in developing your job search plan

**Iowa Jobs Registration**  
<https://www.iowaworks.gov>

Iowa's employer job order listing & job seeker search system

**Future Ready Iowa**  
<https://www.futurereadyiowa.gov/>

Career coaching & job search exploring system connecting job seekers to tools for finding education, training & employment

**Home Base Iowa**  
<https://www.homebaseiowa.gov/>

Connects veterans to careers & resources

# Work Options

## **Employment**

Full-Time, Part-Time, or Self-Employment

## **Registered Apprenticeship**

Earn a paycheck while receiving on-the-job training & structured learning

## **Unpaid Community Service**

Opportunities to establish or re-establish contact with the workforce while giving back to the community

## **Work Experience Program**

Skills training & on-the-job training opportunities as a transitional step to the regular job market

# Additional Opportunities

**Adult Program**

**Dislocated Worker Program**

**Youth Program**

**Adult Education Program**

**Job Corps**

**Veteran Services**

**Vocational Rehabilitation Program**

**Family Planning Option**

**Family Violence Option**

**Substance Abuse Treatment**

**Mental Health Treatment**

**Other Rehabilitation Services**

**Parenting Skills**

**Family Development**

**See your PROMISE JOBS worker for more information**





**FaDSS**

**Supportive service  
to assist FIP families**

**Promote, empower, & nurture families  
toward economic & emotional self-sufficiency**

**Advocacy**

**Assessments & Skill Building**

**Budgeting**

**Goal Setting & Home Visits**

**Parenting**

**Referrals & Resources**

# PROMISE JOBS PROGRAM

## Supportive Services

### Childcare

- Pay childcare while in PROMISE JOBS activities
- Childcare provider must be approved by DHS
- Paid directly to the provider

### Transportation

- Pay transportation to/from PROMISE JOBS activities (other than employment)
- State mileage rate or public transportation rates
- Placed on your Electronic Access Card (EAC), direct deposited into your bank account or paper warrant (if required)

### Approved SHORT TERM Training

- School application fees
- Tuition fees
- License, certification & testing fees
- Certain practicum expenses
- Required uniforms & supplies

# Family

## Self-Sufficiency Grant

Financial assistance to help  
**eligible applicants**  
remove barriers related to  
obtaining employment

**Must be on FIP and work ready  
to be eligible for the grant**

**Up to \$1000 per household**

## PROMISE JOBS Customer?



### You May Be Eligible to Receive Additional Funds

Up to \$1,000 a year is available for qualified PROMISE JOBS customers. The money is available to assist you with overcoming challenges to finding or keeping employment such as:

- Interview clothing
- Work clothing or uniforms
- Tools or equipment
- Car repairs
- Car insurance
- Vehicle registration
- Professional licensing fees
- Relocation expenses
- Utility bills
- Rent for one month

**Ask your PROMISE JOBS worker about  
the Family Self-Sufficiency Grant (FSSG).**

The logo for IowaWORKS, featuring a white swoosh above the word "IowaWORKS" in a bold, sans-serif font.

A proud partner of the American  Job Center network



# **FAMILY INVESTMENT AGREEMENT**

- 1. Steps to Achieve Self-Sufficiency**
- 2. Family Investment Agreement**
- 3. Rights and Responsibilities**

Participant Name [REDACTED]	
State ID [REDACTED]	
Date [REDACTED]	
IM Worker No. [REDACTED]	County No. [REDACTED]

### FIA Steps to Achieve Self-Sufficiency

Individual goal: [REDACTED]

NEEDS TO BE RESOLVED TO ACHIEVE SELF-SUFFICIENCY	INTERIM GOALS AND ACTION STEPS	Time Frames			
		Targeted Date		Actual Date	
		Start	End	Start	End

Family planning information and referral: ☐ NO ☐ YES, I want family planning counseling services.

Note: I understand that acceptance of family planning services is voluntary and I will not be in a Limited Benefit Plan if I change my mind.

If your application for FIP is denied or when you go off FIP, you are not eligible for PROMISE JOBS services.

Assistance and support services available as needed from PROMISE JOBS (not all services are available for each component):

<input type="checkbox"/> Transportation [REDACTED]	<input type="checkbox"/> Tuition, books, fees [REDACTED]
<input type="checkbox"/> Child care [REDACTED]	<input type="checkbox"/> Tools, uniforms [REDACTED]
<input type="checkbox"/> Family development services [REDACTED]	<input type="checkbox"/> Other [REDACTED]

I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature. By typing my name below, I am electronically signing my *FIA Steps to Achieve Self-Sufficiency*.

Participant Signature [REDACTED]	Date [REDACTED]	PROMISE JOBS Worker [REDACTED]	Date [REDACTED]
-------------------------------------	--------------------	-----------------------------------	--------------------

# Steps to Achieve Self-Sufficiency

- Individual Needs & Goals
- Action Steps
- Targeted Start & Completion Dates



Participant Name	State ID

Date:

### Family Investment Agreement

*The purpose of this agreement is to outline the family plan to achieve self-sufficiency by identifying the resources and supportive services to be provided to the family and the activities to be completed by the family in order to reach the final goal.*

Family goal:

This family plans to achieve self-sufficiency and leave the family investment program by . Self-sufficiency means that this family will no longer receive cash assistance through the family investment program.

Participant Agreement	PROMISE JOBS Agreement
<p>I acknowledge by my signature that I have reviewed, understand and received a copy of this Family Investment Agreement (FIA). I agree to fulfill the requirements as outlined in the Needs and Interim Goals and Action Steps section of the FIA. I agree that if I abandon this FIA, I will be placed on the Limited Benefit Plan. I understand that in certain situations, this agreement can be modified.</p> <p>If I disagree with my PROMISE JOBS worker about the contents of the Family Investment Agreement, I understand that I can ask to talk with a supervisor and ask for a decision from the supervisor in writing about our dispute. I further understand that, if this informal resolution process doesn't resolve my disagreement with the PROMISE JOBS worker, I have the right to appeal the content of the FIA. See back for appeal rights.</p>	<p>PROMISE JOBS will provide the support services and funding we agree are necessary to help you achieve self-sufficiency.</p> <p>Transportation funding is not available for paid employment.</p> <p><b>If your application for FIP is denied or when you go off FIP, you are not eligible for PROMISE JOBS services.</b></p>

I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature. By typing my name below, I am electronically signing my *Family Investment Agreement*.

Participant Signature	Date	PROMISE JOBS Worker Signature	Date
Participant Signature	Date	PROMISE JOBS Supervisor Signature	Date



## YOUR FIA RIGHTS AND RESPONSIBILITIES

Your name has been sent to PROMISE JOBS. PROMISE JOBS will help you get the job you need so you can make it on your own. If you need more training or work experience to get off FIP and become self-sufficient, we (with your help) will design your Family Investment Agreement (FIA) so you can get the skills or experience you need. While in a Family Investment Agreement, you will be in one or more of the following PROMISE JOBS activities:

- ◆ Orientation and Assessment
- ◆ Employment
- ◆ Work Experience or On-the-Job Training
- ◆ Job Seeking Skills and Job Search
- ◆ Unpaid Community Service
- ◆ Family Development
- ◆ Parenting Skills
- ◆ Classroom Training (from basic education to after-high-school education)

### A. AS A PARTICIPANT IN THE PROMISE JOBS PROGRAM YOU MUST:

1. Attend all meetings and give all information requested.
2. Call us and tell us before a scheduled meeting if you know you can't be there. If you miss a meeting because you're sick, you may be asked for a doctor's statement.
3. If you have problems in your life that make it hard to work with PROMISE JOBS, you must tell PROMISE JOBS. Your PROMISE JOBS worker can help you deal with your problems so you can get the training and employment you need to get off FIP. The steps to help you with your problems can be listed in your Family Investment Agreement.
4. Participate in PROMISE JOBS activities to help you get and keep a job.
5. Accept suitable child care arrangements.
6. Accept jobs that are offered to you, as long as transportation is available and the job:
  - Does not result in a net loss of income.
  - Meets federal and state health and safety standards.
  - Does not violate your religious or ethical beliefs.
  - Does not exceed your physical or mental capabilities.
7. Notify PROMISE JOBS and your DHS IM worker as soon as you become employed.

### B. IF YOU DO NOT PARTICIPATE WHEN YOU ARE RECEIVING FIP, YOU WILL HAVE CHOSEN A LIMITED BENEFIT PLAN (LBP):

If you choose a Limited Benefit Plan for the first time:

- ◆ Your FIP benefits will stop right away.
- ◆ You can't get FIP for the following persons:
  - You,
  - Your children,
  - Your children's other parent in the home, or
  - Any other child on the case who is in your care.

# Rights & Responsibilities



## LIMITED BENEFIT PLAN

**If you do not follow through with your Family Investment Agreement, you will have chosen a Limited Benefit Plan**

### **Top Limited Benefit Plan Reasons**

- ▶ Choosing not to attend job readiness workshops
- ▶ Choosing not to submit individual job search logs
- ▶ Choosing not to renegotiate FIA/Attend progress review
- ▶ Choosing not to provide proof of employment



# LIMITED BENEFIT PLAN

## First

- FIP benefits stop right away
- You can change your mind at any time
- To receive FIP again, you must reapply with DHS & sign a new FIA with PROMISE JOBS
- The earliest FIP benefits will begin is the date a new FIA signed

## Subsequent

- FIP benefits stop right away
- You cannot get FIP for at least 6 months
- After the 6 month period, if you want to receive FIP again, you must
  - Reapply with DHS
  - Sign a new FIA with PROMISE JOBS
  - Complete 20 hours of work or other PROMISE JOBS activity



## IMPORTANT CORRESPONDENCE

- **Notice of Appointment**

- **Written Reminder**

## NOTICE OF APPOINTMENT OR PARTICIPATION

John Doe  
123 Main Street  
Des Moines, Iowa 51234

Date 4/12/2018  
SSN xxx-xx-4321  
D  
PROMISE JOBS Worker

Dear John:

You have been scheduled to attend and participate in the following PROMISE JOBS activity:

- |  |   |
|--|---|
| <input type="checkbox"/> Orientation                               | <input type="checkbox"/> Assessment   |
| <input type="checkbox"/> Classroom Training                        | <input type="checkbox"/> Job Club   |
| <input type="checkbox"/> Work Experience                           | <input type="checkbox"/> On-the-Job Training  |
| <input type="checkbox"/> Parenting Skills                          | <input type="checkbox"/> High School Completion, GED,<br>Adult Basic Education or English as<br>a Second Language           |
| <input type="checkbox"/> Individual Job Search                     | <input type="checkbox"/> Discuss Renegotiation of your FIA  |
| <input type="checkbox"/> Life Skills                               | <input checked="" type="checkbox"/> Other: Appointment with PROMISE JOBS<br>Worker to develop Individual Job Search<br>Plan |
| <input type="checkbox"/> Develop Family Investment Agreement (FIA) |   |
| <input type="checkbox"/> Unpaid Community Service                  |   |

Located at: Iowa Workforce Development  
200 Army Post Road  
Des Moines, Iowa 50315

Appointment Date: 4/20/2018  
Appointment Time: 9:00am

If it is not possible to attend, you must call (515) 725-3651 **BEFORE** the appointment time. You may be asked for proof if you can't attend. If you have problems in your life that make it hard for you to work with PROMISE JOBS, you must tell PROMISE JOBS. Your PROMISE JOBS worker can help you deal with your problems so you can get the training and employment you need to get off FIP. The steps to help you with your problems can be listed in your Family Investment Agreement.

If you don't keep your appointment, you will have chosen:

- ☐ A Limited Benefit Plan (LBP) for the first time.  
☒ Another Limited Benefit Plan (LBP) as you or the other parent in the home have chosen an LBP before.  
(See page 2 for more about a Limited Benefit Plan.)

# NOTICE OF APPOINTMENT OR PARTICIPATION

## Tells You What to do

## WRITTEN REMINDER

April 23, 2018

John Doe  
123 Main Street  
Des Moines, Iowa 51234

Dear John:

We are concerned you may lose your monthly benefits because you did not attend your PROMISE JOBS appointment to develop your Individual Job Search Plan. You were to attend your PROMISE JOBS appointment to develop your Individual Job Search Plan in person; however you did not attend on 4/20/2018.

**You now have one more opportunity to attend your PROMISE JOBS appointment to develop your Individual Job Search Plan in person on 4/30/2018 at 9:00am at Iowa Workforce Development – 200 Army Post Road, Des Moines, Iowa 50315.**

By not attending your PROMISE JOBS appointment, you will have chosen:

- ☐ A Limited Benefit Plan (LBP) for the first time.
- ☒ Another Limited Benefit Plan (LBP) as you or the other parent in the home have chosen an LBP before. An explanation of the Limited Benefit Plan (LBP) is on the back of this written reminder.

If you have any questions about participation requirements or have any barriers to participate that PROMISE JOBS may not be aware of, please call immediately. You can reach me at (515) 725-3651. If you wish to speak to my supervisor regarding any questions and/or concerns you may have, you can call (515) 281-9665.

If it is not possible to attend, you must call the above number **BEFORE** the appointment time. You may be asked for proof if you cannot attend.

---

# WRITTEN REMINDER



# IMPORTANT DOCUMENTATION

## Job Search Record

- Due no later than the 10<sup>th</sup> of the following month

## Proof of Employment

- ASAP after you start or end employment or a change occurs
- Once every 6 months

## Time and Attendance

- Due no later than the 10<sup>th</sup> of the following month



# HELPFUL TIPS

- ▶ Notify PROMISE JOBS & DHS immediately upon **change of address**
- ▶ Notify PROMISE JOBS immediately upon **starting or ending employment or when a change occurs**
- ▶ **Check your mail** & be watchful of notices from PROMISE JOBS
- ▶ **Attend all** appointments or activities
  - ▶ Call PROMISE JOBS **ahead of time** if you cannot attend
- ▶ Write **first & last name** on all paperwork
- ▶ **Turn in all paperwork timely- use your phone calendar to set alerts**
- ▶ **Call before coming to the office**, you may not be able to see your PROMISE JOBS Worker without an appointment
- ▶ When leaving a voicemail for your PROMISE JOBS Worker, leave **1 phone message** with brief description, full name & phone number
- ▶ Set up your voicemail, make sure there is space for messages & check them often
- ▶ Ask questions and **work WITH your PROMISE JOBS Worker**
  - ▶ **We are here to help!**

**THANK YOU**

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